



# Board of Trustees Meeting

May 28, 2019

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TO: Robert E. DeJournett, President,  
and all other Board Members

FROM: Dawn Distler, Executive Director/Secretary-Treasurer

DATE: May 21, 2019

RE: Monthly Update

Board Members,

Spring has definitely sprung and we continue to move METRO forward and keep Summit County moving. The team is in the middle of some exciting projects, such as a mobile fare option we will test this summer and the implementation of and training for our new planning and scheduling software package. We are also bringing you the beginnings of three projects from our 2019 Capital Budget which include the renovation of the north bus storage barn, demolition of the former Akron Auto Wrecking site, and reconstruction of the Independence Turnaround, which will provide a safer and more aesthetic waiting area for the hundreds of passengers who use the numerous routes that service this facility on a daily basis. We will be recognizing four of our team members for various accomplishments and hearing from a couple of our team members who attended the APTA Mobility Conference in Louisville, KY last week. It has been a pleasure to begin to meet with each of you individually and receive your insight on the service you provide to us as a board member and your ideas for the future of METRO RTA. I look forward to meeting with more of you as we continue to schedule these meetings. I appreciate each of you taking time out of your busy schedules to do this.

As a side note, our METRO softball team is now 3-1 and playing well as a team on the ballfield also. There are wins happening all over the place for this group as we continue to put our best foot forward in everything we do!

Yours in accessible transportation,

Dawn Distler  
Executive Director

The following Resolution will be presented at the upcoming Board Meeting:

<u>Committee</u>	<u>Res No.</u>	<u>Authorizing</u>
Finance	2019-05	the award of a Construction Management at Risk contract

**METRO RTA**  
**MONTHLY BOARD MEETING AGENDA**  
**ROBERT K. PFAFF TRANSIT CENTER**  
**TUESDAY, MAY 28, 2019**  
**9:00 A.M.**

**ITEM 1:** **CALL TO ORDER:**

**ITEM 2:** **AUDIENCE PARTICIPATION:**

Any individual or representative of a group may take two (2) minutes to address the Board on any topic on the agenda. Anyone desiring more time than provided herein, shall notify the Secretary-Treasurer by the Tuesday preceding the Board meeting so that he/she may be placed on the Agenda for a maximum of five (5) minutes. METRO's Board Meetings are held the last Tuesday of the month as stated within Resolution 2016-28, unless otherwise noted.

**ITEM 3:** **RECOGNITION**

Wayne Beasley – 30 years safe driving award  
Jeff Belles – Zenith Hospitality Innovation award for Kulture City  
Lavar Jacobs – Not Just October  
Valerie Shea – WTS Member of the Year award

**ITEM 4:** **BOARD MINUTES:**

\*Approval of Board Meeting Minutes for April 30, 2019.

**ITEM 5:** **COMMITTEE REPORTS & RESOLUTIONS:**

**Customer Experience and Service Performance Committee**  
(Maintenance / Operations / Customer Service / Paratransit)

Chair: Mark Derrig

**Finance & Audit Committee**

Chair: Nicholas Fernandez

**\*Resolution 2019-05** authorizing the award of a Construction Management at Risk contract.

**Planning / Marketing / Rail Committee**

Chair: Donald Christian

**The APD Group**

(Human Resources / Safety / Security)

Chair: Louise Gissendaner

**Governance Committee**

Chair: Gary Spring

**ITEM 6: OTHER BUSINESS:**

**ITEM 7: OFFICERS' REPORT:**

- President
- Executive Director

**ITEM 8: EXECUTIVE SESSION**

**ITEM 9: CALL FOR ADJOURNMENT:**

**\*Denotes items that need approval of the Board**

*Next Scheduled Meeting – June 25, 2019*

**METRO RTA  
BOARD MINUTES  
ROBERT K. PFAFF TRANSIT CENTER  
TUESDAY, APRIL 30, 2019**

**Trustees Present:** Mark Derrig, Robert DeJournett, Renee Greene, Gary Spring, Heather Heslop Licata, Chuck Rector, Nick Fernandez, David Prentice, Stephan Kremer

**Trustees Absent:** Jack Hefner, Louise Gissendaner, Donald Christian

**Employees Present:** Angela Neeley, Bambi Miller, Claire Merrick, Dawn Distler, DeHavilland McCall, Halee Gerenday, Jamie Saylor, Jarrod Hampshire, Jay Hunter, John Sutherland, Molly Becker, Quentin Wyatt, Shawn Metcalf, Sue Ketelsen, Valerie Shea

**Guests Present:** Dr. Daniel Van Epps (Stark County Area Broadband Task Team)

**CALL TO ORDER**

Mr. DeJournett called the meeting to order at 9:00 a.m.

**AUDIENCE PARTICIPATION**

None

**RECOGNITION**

None

**APPROVAL OF MINUTES**

Mr. DeJournett asked for a motion to approve the Minutes of the March 26, 2019 meeting. Ms. Greene made a motion for approval, seconded by Ms. Licata. The minutes were unanimously approved by the Board.

**FINANCE & AUDIT COMMITTEE**

Mr. Fernandez reported that the Finance Committee met. Revenues are down somewhat, but so are expenses. Triennial review has been closed out and there are no more deficiencies. The 2018 audit is going well. No resolutions were presented.

**PLANNING / MARKETING / RAIL COMMITTEE**

The Planning / Marketing / Rail Committee met. Updates were given by Ms. Shea and Ms. Becker. The committee discussed a 5-10 year Strategic Plan, Driving METRO Forward with a revised/phased approach, and a Mobile Ticketing pilot program. Marketing reported on the rebranding of departments at METRO that will be happening, and also the addition of signage. No actions were requested.

## **THE APD GROUP**

Mr. Hunter reported that the APD Group (Asset Protection and Development) met. They discussed some notes from OPTA, best practices, a shadow program for new hires, Risk Pool statistics, HR Days in March, a redo of Fair Labor Standards exempt/non-exempt status, and a thorough report was made to the committee from Mr. Wyatt about accident reporting and tracking.

## **CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE**

The Committee met. For Paratransit, Ms. Miller reported that an annual Title 3 audit by Direction Home resulted in no deficiencies and no findings. For Maintenance, Mr. Hampshire reported that an impressive 8,500 miles between road calls had been reached during the past month, and was the first time in 3 years that the number was well above 8,000 miles. Operations reported that unscheduled overtime was down 60%, and was finally on a downward trend. Ms. McCall explained that with the full budgeted number of operators having been hired, there were enough people to do the work, and therefore the need for overtime was reduced.

## **GOVERNANCE COMMITTEE**

Mr. Spring reported that the Governance Committee did meet. The Board Bylaws were reviewed and revised and will be presented next month. One recommendation is that board meetings be held every other month, with committee meetings also alternating, so that there would be 6 of each in a given year. The goal of the revisions was for the bylaws to reflect current committees and practices. It was also suggested that there be an attendance policy for board members. A slate of officers was nominated, with the President continuing to be Mr. DeJournett, and the Vice President continuing to be Mr. Fernandez. The election having not taken place in March, it was recommended by the committee that a vote occur that day. Mr. Spring made a motion that Mr. DeJournett continue as Board President, and that Mr. Fernandez continue as Board Vice President, and he opened the floor for any other nominations. There being no other nominations, Ms. Greene moved that the nominations be closed, and that motion was seconded by Mr. Kremer. The Board voted unanimously in favor to continue the current Board President and Vice President.

## **OFFICERS' REPORT**

### **President:**

Mr. DeJournett thanked the staff for hosting the Minority Health Fair, noting that it was a successful event. He received positive comments both from vendors and from attendees. The response was so good, in fact, that there was discussion of having the event held every year at the RKP Transit Center. The Board was reminded of the availability of the conferences for them to attend, and that those plans need to be made promptly.

### **Executive Director:**

Ms. Distler was pleased to see the restructuring of the Board Committees and the improved communication that has resulted between the Leadership Team and Board members. She also noted that the state of Ohio passed its budget, which includes funding for public transportation for the next couple of years. METRO's involvement with state legislators increased and we were better represented. Some were brought here to Akron, while others received a visit in Columbus. Ms. Distler noted that this is a completely non-partisan issue,

and something that is not political, but is for the greater good of the community. Ultimately, the desire is for there to be a dedicated funding source for public transit in Ohio. Ms. Distler indicated that she has been able to explain that METRO does not have an overflow of financial resources to utilize, and that the funds that do exist are already allocated to various needs. She referenced our need to work with our committees to establish KPI's, to make sure that resources are being used in the best possible way. We are seeking out grants and relationships that will bring funding into METRO so that we can increase and grow. If we do not grow, we will not have a successful transit system. And if we don't have a successful transit system, we don't have a successful city.

Ms. Distler reported that another Official-ly On Board event took place in Barberton with Mayor Judge. They looked over how the new influx of business coming to Rolling Acres can be tied in with our transit offerings. Mayor Judge was supportive of the efforts of METRO and excited for what the future holds for Barberton.

#### **OTHER BUSINESS**

None

#### **EXECUTIVE SESSION:**

None

#### **ADJOURNMENT**

There being no other business to come before the Board, Mr. Spring made a motion to adjourn, seconded by Mr. Derrig. The motion to adjourn was unanimously approved, and the meeting adjourned at 9:33 a.m.

#### **CERTIFICATE OF COMPLIANCE**

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

**DATE APPROVED:** May 28, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

# Customer Experience and Service Performance Committee

## Customer Experience and Service Performance Committee

(Maintenance / Operations / Customer Service)

Chair: Mark Derrig

Chuck Rector

Stephan Kremer

David Prentice

Alt: Nicholas Fernandez

Leadership Team Members: Jarrod J. co r uj ktg."

F gHavilland McCall. Dambi Miller

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## APRIL 2019 OPERATIONS REPORT

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The training hours for the month of April totaled 2,288. The training consisted of New Hire Training, Refresher Training, Line-Service training, Specialty Training, and mandatory training per the Preventable Accident Policy.

**SAFETY IS METRO's No. 1 priority** and the responsibility of all employees, especially when operating a METRO vehicle and/or your personal vehicle. In an effort to raise safety awareness, a process has been established to ensure all employees are adhering to posted speed limits, traffic signals, and traffic signs while on the road and/or on METRO properties, including employee parking lots.

**"Observations from the Road"** is a courtesy form that will be issued to employees when a safety violation is documented. These forms will also be used to recognize a good deed – whether you were seen assisting a passenger or holding the door for a fellow employee. METRO's Manager of Safety, Quentin Wyatt, road supervisors, and the Leadership Team will have access to distribute these forms.

METRO is committed to improving the safety of all employees, as well as reducing injuries and preventable accidents. METRO's safety efforts shall be ongoing and focus on continuous improvement. This initiative began on April 1, 2019.

Sunday, April 7, 2019 was the start of the Spring Sign-Up. The sign up ends June 1, 2019. There were no significant changes to the routes or schedules.

Members from the Operations Department assisted Planning with the proof reading of the public schedules for the upcoming Summer Sign-Up. This collaboration will hopefully eliminate possible errors on the public timetable.

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## APRIL 2019 CUSTOMER SERVICE AND PARATRANSIT REPORT

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**PARATRANSIT PASSENGERS:** 23,885 passengers were transported in April. There was a slight uptick in Department of Job and Family Services NET passengers transported during the month.

**ANNULLED RUNS:** We were able to operate at nearly full strength during the 22 weekdays in April with only three runs annulled. By comparison, in April 2018 we operated with 66 runs annulled during the 21 weekdays in the month.

**CARE CENTER CALL NUMBERS:** 31,787 calls were handled by our group. Line-service information calls accounted for 10,796 of those calls and 20,991 calls were for paratransit reservations and cancellations.

**APPLICATIONS:** A total of 172 applications were processed during the month. Year-to-date over 600 applications have been received and reviewed. Application turnaround time is generally within two days from receipt of application to information being given to applicant. That's an outstanding response time, putting passengers first and helping them ride the appropriate METRO service.

**COURTESY CALLS:** We are trying a different approach with Courtesy Calls for our new passengers to aid us in seeing the service from their perspective. We will be collecting data, as well as sharing information, so that we can update our approach to keep information fresh, free flowing and relevant.

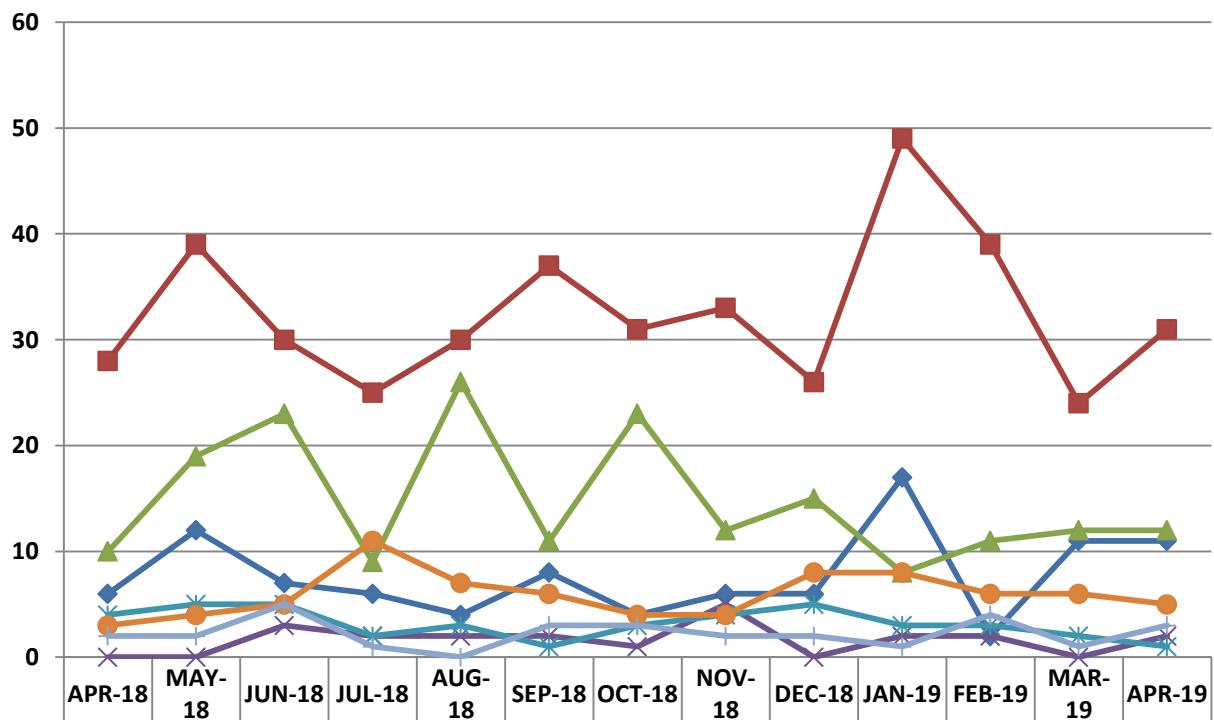
**TRAINING, MOBILITY, ELIGIBILITY AND COMMUNITY INVOLVEMENT:** Thirty-six wheelchair weight and inspections and advocacy trainings took place in April. A few from Customer Service traveled to OPTA for classes and NTI trainings. Our group also visited senior buildings, such as Fowler II, Center Towers, Williams Tower, and Kiwanis Towers. Amongst our group we also met with or attended the following meetings or events: City of Akron Senior Citizens Commission, Summit County Senior Services G6 meetings, East Akron Neighborhood Development Emergency Taskforce meeting, Read To Me Day, Akron Recreation Bureau Staff Training, State of the County Health Report, Direction Home Coordinated Intake Workgroup, Firestone High School Schedule Reading & Trip Planning, Steering Committee for Senior Summit, DJFS Title XX meeting, Minority Health Fair at RKPTC, Summit County Children Services Staff Training, International Institute, DJFS NET meeting, Area Wide Council Meeting for Direction Home, DJFS Staff Training at main building and Job Center.

# METRO MAINTENANCE

## May 2019 Update

	Average Monthly Repeat Road Calls (for the same vehicle)	Average Monthly Road Calls	Miles Between Road Calls (total miles divided by total road calls)
2015	26.9	88	5914
2016	26.6	84	6020
2017	22.1	82	6285
2018	16.9	76	6890
2019	17.8	79	6583
	Up 5%	Up 5%	Down 4%

## Road Calls by Fleet Type



35' Gillig Diesel	6	12	7	6	4	8	4	6	6	17	2	11	11
40' Gillig CNG	28	39	30	25	30	37	31	33	26	49	39	24	31
40' Gillig Diesel	10	19	23	9	26	11	23	12	15	8	11	12	12
40' Gillig Hybrid Diesel	0	0	3	2	2	2	1	5	0	2	2	0	2
45' Motorcoach Industries	4	5	5	2	3	1	3	4	5	3	3	2	1
60' New Flyer CNG	3	4	5	11	7	6	4	4	8	8	6	6	5
35' Gillig CNG DASH	2	2	5	1	0	3	3	2	2	1	4	1	3

# Finance/Audit Committee

## Finance & Audit Committee

Chair: Nicholas Fernandez

Heather Heslop Licata

Stephan Kremer

David Prentice

Leadership Team Members: Angela Neeley

**COMMITTEE ASSIGNMENT:  
FINANCE**

**RESOLUTION NO. 2019-05**

A resolution authorizing the award of a Construction Management at Risk contract.

**WHEREAS**, METRO has developed construction plans pursuant with the 2019 Capital Budget for the Renovation of the North Bus Storage Barn, Reconstruction of the Independence Turnaround and the Demolition of the site formally known as Akron Auto Wrecking; and

**WHEREAS**, METRO wishes to award a contract using the Construction Manager at Risk delivery method to better control costs; and

**WHEREAS**, legal notices were twice duly advertised March 28 and April 4, 2019 in the Akron Beacon Journal; and

**WHEREAS**, such proposals were received on April 25, 2019 with the following bids received from

RFC Contracting (Strongsville, Ohio)    The Ruhlin Company (Sharon Center, Ohio)  
G. Stephens, Inc. (Akron, Ohio)                    C.T. Taylor (Hudson, Ohio)

**WHEREAS**, three of the four bids were determined to be unresponsive by failing to submit required material(s); and

**WHEREAS**, the procurement committee met and reviewed the responsive proposal; and

**WHEREAS**, the procurement committee recommends C.T. Taylor as having the best overall proposal and price.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of METRO Regional Transit Authority that:

1. The Executive Director/Secretary-Treasurer is hereby authorized to execute the contract with C.T. Taylor in the amount of \$336,585.00
2. The Executive Director/Secretary-Treasurer is authorized up to a 2% contingency should change orders be necessary.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** Tuesday, May 28<sup>th</sup>, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

## FINANCE DASHBOARD

April 30, 2019		Revenues			
		Actual	Budget	Variance	Explanation
Total Revenues	\$ 17,349,482	\$ 18,002,039	●	Total revenues are trending below budget.	
Sales tax	\$ 15,102,654	\$ 15,204,188	●	Although sales tax is slightly down year to date, when compared to last year, we are ahead by over \$859,000 (not including fees).	
Federal Grants	\$ -	\$ -	✓		
Expenses					
	Actual	Budget		Explanation	
Total Operating Expenses*	\$ 17,571,395	\$ 18,944,019	✓		
Wages	\$ 7,681,097	\$ 8,222,924	✓		
Benefits	\$ 5,389,328	\$ 5,904,000	✓		

\*Not including depreciation



Favorable Variance



Unfavorable Variance

### Grant Activity for the month:

GRANT NAME	APPLICATION DATE	AMOUNT	WHAT FOR	STATUS
Grant Draw		\$ 3,680,000	Jan-Sept 2018 PM*	Drew down funds in April
DERG	10/29/18	\$ 735,000	2 Large CNG	Approved (Dec 31st)
UTP (ODOT)	10/02/18	\$ 638,893	PM*	Approved (Dec 18th Adding to BlackCat)
OTPPP (ODOT)	10/08/18	\$ 2,000,000	22 Small Buses	Approved (Changed to 22 Small Buses)
CMAQ	10/01/18	\$ 2,200,000	3 Large CNG	Submitted 1/17/19 Approved 11/14 (Adding to BlackCat)
SUPER GRANT	09/20/18	\$15,000,000	Large Buses, Small buses, PM*	Approved (Drew Down Funds in Dec)

\*Preventative Maintenance

**CONSOLIDATED INCOME STATEMENT**  
**SCHEDULED & SCAT SERVICES**  
**METRO Regional Transit Authority**  
**APRIL 2019**

CURRENT MONTH					YEAR TO DATE					BUDGET	YTD %
ACTUAL	BUDGET	LAST YEAR	VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	VARIANCE	CHANGE		
340,813	308,333	330,029	10.5%	Passenger Fares	1,198,926	1,233,333	1,242,003	-2.8%	-3.5%		
47,341	50,526	57,354	-6.3%	Advertising Revenue	170,624	202,103	151,631	-15.6%	12.5%		
388,154	358,859	387,383	8.2%	Total Operating	1,369,550	1,435,436	1,393,634	-4.6%	-1.7%		
72,342	189,687	(29,096)	-61.9%	Non-Transportation	343,604	758,748	2,020,603	-54.7%	-83.0%		
566	9,583	300	-94.1%	Rail Related Revenue	20,756	38,333	24,420	-45.9%	-15.0%		
				Local Subsidy							
3,413,077	3,801,047	2,149,135	-10.2%	METRO Tax	15,102,654	15,204,188	14,514,997	-0.7%	4.0%		
88,751	124,667	129,598	-28.8%	Local Contracted Services	472,827	498,667	646,366	-5.2%	-26.8%		
9,549	16,667	11,224	-42.7%	State Subsidy	40,092	66,666	45,299	-39.9%	-11.5%		
0	0	0	0.0%	Federal Subsidy	0	0	118,158	0.0%	-100.0%		
<b>3,972,439</b>	<b>4,500,510</b>	<b>2,648,543</b>	<b>-11.7%</b>	<b>TOTAL REVENUES</b>	<b>17,349,482</b>	<b>18,002,039</b>	<b>18,763,475</b>	<b>-3.6%</b>	<b>-7.5%</b>		
EXPENSES											
1,989,820	2,055,731	1,792,438	-3.2%	Wages and Salaries	7,681,097	8,222,924	7,627,857	-6.6%	0.7%		
1,125,737	1,476,000	1,242,531	-23.7%	Fringe Benefits	5,389,328	5,904,000	5,017,970	-8.7%	7.4%		
260,472	246,152	252,008	5.8%	Services	1,111,893	1,093,943	1,015,887	1.6%	9.5%		
335,621	421,740	247,480	-20.4%	Materials and Supplies	1,276,404	1,686,961	1,201,082	-24.3%	6.3%		
148,086	138,562	147,074	6.9%	Fuel	645,921	554,247	604,656	16.5%	6.8%		
71,534	79,930	63,019	-10.5%	Utilities	325,586	319,720	324,164	1.8%	0.4%		
138,394	74,417	60,735	86.0%	Casualty and Liability	280,674	297,667	282,306	-5.7%	-0.6%		
168,222	166,733	150,305	0.9%	Purchased Transportation	649,333	666,933	610,308	-2.6%	6.4%		
62,656	49,406	49,156	26.8%	Other Expenses	211,158	197,624	158,727	6.8%	33.0%		
<b>4,300,541</b>	<b>4,708,671</b>	<b>4,004,744</b>	<b>-8.7%</b>	<b>TOTAL OPERATING EXPENSE</b>	<b>17,571,395</b>	<b>18,944,019</b>	<b>16,842,956</b>	<b>-7.2%</b>	<b>4.3%</b>		
(328,102)	(208,161)	(1,356,201)	-57.6%	NET INCOME (LOSS) Before Depreciation	(221,913)	(941,981)	1,920,520	76.4%	-111.6%		
473	473	1,424	0.0%	Depreciation Operating	2,403	2,403	5,696	0.0%	-57.8%		
789,209	789,209	821,903	0.0%	Depreciation Capital	3,177,506	3,177,506	3,320,897	0.0%	-4.3%		
5,090,222	5,498,352	4,828,072	-7.4%	TOTAL EXPENSES	20,751,304	22,123,929	20,169,549	-6.2%	2.9%		
(1,117,783)	(997,842)	(2,179,528)	-12.0%	NET INCOME (LOSS) After Depreciation	(3,401,822)	(4,121,890)	(1,406,073)	17.5%	-141.9%		

**METRO Regional Transit Authority**  
**FRINGE BENEFITS**

CURRENT MONTH				APRIL 2019		YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	VARIANCE			ACTUAL	BUDGET	LAST YEAR	VARIANCE
				BUDGET					
353,560	452,430	350,145	-21.9%	P E R S		1,578,227	1,809,719	1,550,776	-12.8%
566,669	696,983	733,778	-18.7%	HOSP-MEDICAL		2,784,684	2,787,934	2,562,449	-0.12%
19,985	0	20,208		DENTAL		83,501	0	85,715	
2,448	0	1,878		LIFE-INS		9,774	0	4,745	
5,836	0	0		UNEMPLOYMENT		11,209	0	0	
0	57,839	11,153	0.0%	W. COMPENSATION		176,746	231,355	152,287	-23.6%
8,409	8,444	2,953	-0.4%	SICK LEAVE		45,317	33,777	31,759	34.2%
36,941	99,011	25,916	-62.7%	HOLIDAY PAY		312,445	396,045	280,808	-21.1%
89,381	148,018	93,028	-39.6%	VACATION PAY		332,782	592,070	329,376	-43.8%
42,509	13,275	3,472	220.2%	UNIFORM ALLOWANCE		54,643	53,100	18,088	2.9%
0	0	0		DEFER COMP EMPLR		0	0	1,966	
1,125,737	1,476,000	1,242,531	-23.7%	TOTAL FRINGE BENEFITS		5,389,328	5,904,000	5,017,970	-8.7%

METRO REGIONAL TRANSIT AUTHORITY

Consolidated Summary

Balance Sheet

APRIL 30, 2019 & 2018

ASSETS	2019	2018	LIABILITIES AND CAPITAL	2019	2018
<b>Current Assets:</b>			<b>Current Liabilities:</b>		
Cash	3,765,552.15	2,732,064.41	Accounts Payable	641,526.71	540,056.18
Short Term Investment (sweep/repurch)	0.00	1,161,710.96	Accrued Payroll	2,909,544.50	2,334,140.84
Capital Fund (Restricted)	6,323.60	6,323.60	Accrued Payroll Tax Liabilities	234,289.76	134,518.24
HB Contingency Trust	10,744,626.71	10,502,974.90	Capital Contract Payable	0.00	0.00
HB Savings	20,109,625.64	10,021,271.66			
Fifth Third Investment Acct	7,283,973.46	7,099,646.31			
HB Investment Agency	4,801,576.49	4,681,190.29	Short Term Debt	0.00	0.00
<b>Total Cash</b>	<b>46,711,678.05</b>	<b>36,205,182.13</b>	<b>Other</b>	<b>46,539.08</b>	<b>67,475.94</b>
<b>Receivables, Inventory &amp; Prepaid :</b>			<b>Total Current Liabilities</b>	<b>3,831,900.05</b>	<b>3,076,191.20</b>
Trade, Less allowance	204,385.40	302,577.37			
Federal Assistance	3,287,096.00	5,897,274.00			
State Assistance	0.00	0.00	<b>Other Liabilities:</b>		
Sales Tax Receivable	10,995,642.46	7,082,565.54	Long Term Debt	0.00	0.00
Material & Supplies Inventory	1,704,920.09	1,834,963.54	Net Pension Liability	19,171,267.00	19,171,267.00
Prepaid Expenses	2,869,465.84	3,680,171.14	Deferred Inflows	336,801.00	336,801.00
<b>Total Rec'd, Inv, &amp; PP</b>	<b>19,061,509.79</b>	<b>18,797,551.59</b>	Deferred Revenue	<b>94,565.13</b>	<b>86,644.00</b>
<b>Property, Facilities &amp; Equipment</b>			Other Estimated Liabilities	1,000.00	1,000.00
Construction in Progress	275,141.52	1,365,943.91	<b>Total Other Liabilities</b>	<b>19,603,633.13</b>	<b>19,595,712.00</b>
Land	4,480,557.96	4,480,557.96			
Building & Improvements	58,378,803.48	58,378,803.48			
Transportation Equipment	76,776,125.20	72,675,757.20	<b>Capital &amp; Accumulated Earnings:</b>		
Other Equipment	12,712,673.60	11,900,166.72	Capital Grant: State & Federal	22,171,734.80	32,083,896.50
Rail right-of-way	10,653,206.00	10,653,206.00	Accumulated Earnings	109,280,347.10	94,668,387.59
Rail Infrastructure	8,983,520.80	8,270,372.94	Total Grants & Accum Earnings	<b>131,452,081.90</b>	<b>126,752,284.09</b>
<b>Total Fixed Assets</b>	<b>172,260,028.56</b>	<b>167,724,808.21</b>			
Less allowance for depreciation	(86,634,584.27)	(76,798,003.03)			
<b>Total Fixed Assets (net of deprec)</b>	<b>85,625,444.29</b>	<b>90,926,805.18</b>			
Deferred Outflows	3,485,891.00	3,485,891.00			
Deferred Charges & Other Assets	3,091.95	8,757.39			
<b>Total Deferred</b>	<b>3,488,982.95</b>	<b>3,494,648.39</b>			
<b>Total Assets</b>	<b>\$ 154,887,615.08</b>	<b>\$ 149,424,187.29</b>	<b>Total Liability and Earnings</b>	<b>\$ 154,887,615.08</b>	<b>\$ 149,424,187.29</b>

# Planning / Marketing / Rail Committee

## Planning / Marketing / Rail Committee

Chair: Donald Christian

Renee Greene

Gary Spring

Leadership Team Members: Valerie Shea, Molly Becker

**April 2019**  
**Performance Reports**  
**Combined Service**

Current Month			Percentage Changed	Year to Date			Percentage Changed
2019	2018			2019	2018		
<b>Service Day Data</b>							
22	21	4.76%	Weekdays Operated	85	85		0.00%
4	4	0.00%	Saturdays Operated	17	17		0.00%
4	5	-20.00%	Sundays Operated	17	17		0.00%
<b>Passenger Data</b>							
428,340	418,828	2.27%	Total Passengers	1,640,054	1,659,665		-1.18%
17,149	17,347	-1.14%	Average Weekday Passengers	16,779	17,009		-1.35%
7,588	7,272	4.35%	Average Saturday Passengers	7,331	7,150		2.53%
3,715	3,809	-2.48%	Average Sunday Passengers	3,876	4,020		-3.59%
<b>Service Level Data</b>							
608,768	580,896	4.80%	Total Vehicle Miles	2,355,287	2,354,567		0.03%
518,786	506,987	2.33%	Total Vehicle Revenue Miles	1,987,767	2,008,746		-1.04%
0.8257	0.8261	-0.05%	Average Passengers per Vehicle Revenue Mile	0.8251	0.8262		-0.14%
43,049	41,379	4.04%	Total Vehicle Hours	165,386	165,573		-0.11%
38,396	37,114	3.45%	Total Vehicle Revenue Hours	147,381	148,405		-0.69%
11.1559	11.2849	-1.14%	Average Passengers per Vehicle Revenue Hour	11.1280	11.1833		-0.49%
<b>Financial Data</b>							
\$175,472	\$177,598	-1.20%	Cash Fares	\$666,791	\$729,264		-8.57%
\$165,342	\$152,431	8.47%	Ticket and Pass Revenue	\$532,135	\$512,739		3.78%
\$67,918	\$108,764	-37.56%	Other Fare Related Revenue	\$389,494	\$563,032		-30.82%
11.9%	13.6%	-12.54%	Percentage Total Farebox Recovery	9.0%	10.8%		-16.23%
\$8.29	\$7.90	4.92%	Average Cost per Vehicle Revenue Mile	\$8.84	\$8.33		6.15%
\$112.02	\$107.94	3.78%	Average Cost per Vehicle Revenue Hour	\$119.24	\$112.73		5.77%
\$10.04	\$9.57	4.98%	Average Cost per Passenger	\$10.72	\$10.08		6.30%
<b>Safety Data</b>							
2	5	-60.00%	Preventable Accidents	17	16		6.25%
8	4	100.00%	Nonpreventable Accidents	27	27		0.00%
10	9	11.11%	Total Accidents	44	43		2.33%

**April 2019**  
**Performance Reports**  
**SCAT/ADA Paratransit Service**

**Current Month**

2019	2018	Percentage Changed
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**Year to Date**

2019	2018	Percentage Changed
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**Service Day Data**

22	21	4.76%	Weekdays Operated	85	85	0.00%
4	4	0.00%	Saturdays Operated	17	17	0.00%
4	5	-20.00%	Sundays Operated	17	17	0.00%

**Passenger Data**

23,885	23,099	3.40%	Total Passengers	88,567	90,745	-2.40%
796	770	3.40%	Average Passengers per Day	744	763	-2.40%
88.00	83.50	5.39%	Average Saturday ADA Passengers	82.8	77.7	6.59%
41.25	36.40	13.32%	Average Sunday ADA Passengers	34.6	34.5	0.51%
66.57	54.70	21.69%	Average Total ADA Passengers	59.3	53.2	11.59%
5,800	5,557	4.37%	Total Purchased Transportation Pass.	21,920	21,835	0.39%

**Service Level Data**

150,310	147,015	2.24%	Total METRO Vehicle Miles	562,727	567,331	-0.81%
56,617	55,220	2.53%	Total Purchased Trans. Vehicle Miles	219,855	212,775	3.33%
206,927	202,235	2.32%	Total Vehicle Miles	782,582	780,106	0.32%
169,084	167,715	0.82%	Total Revenue Miles	635,149	643,085	-1.23%
0.14126	0.13773	2.57%	Average Pass. per Revenue Vehicle Mile	0.1394	0.1411	-1.18%
14,135	13,339	5.97%	Total Vehicle Hours	53,018	52,888	0.25%
11,447	10,967	4.38%	Total Vehicle Revenue Hours	42,553	43,172	-1.43%
2.0866	2.1062	-0.93%	Average Pass. per Vehicle Revenue Hour	2.0813	2.1019	-0.98%
90%	91%	-1.10%	On-time Performance - METRO	91%	91%	0.00%
94%	92%	2.17%	On-time Performance - Purchased Transportation	93%	90%	3.33%

**Financial Data**

\$48,769	\$47,171	3.39%	Cash Fares	\$180,665	\$184,733	-2.20%
\$5,392	\$6,005	-10.22%	Ticket and Pass Revenue	\$21,444	\$24,584	-12.77%
\$59,584	\$102,709	-41.99%	Other Fare Related Revenue	\$225,686	\$365,774	-38.30%
13.3%	20.2%	-34.24%	Percentage Total Farebox Recovery	12.6%	17.9%	-29.64%
\$5.74	\$5.21	10.23%	Average Cost per Vehicle Revenue Mile - METRO	\$6.18	\$5.69	8.61%
\$3.41	\$3.10	10.02%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.39	\$3.27	3.66%
\$81.48	\$77.28	5.43%	Average Cost per Vehicle Revenue Hour - METRO	\$87.92	\$82.46	6.62%
\$56.02	\$51.35	9.09%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$57.23	\$52.37	9.26%
\$38.04	\$35.42	7.40%	Average Cost per Passenger - METRO	\$41.16	\$37.72	9.14%
\$29.00	\$27.05	7.23%	Average Cost per Passenger - Purchased Transportation	\$29.62	\$27.95	5.98%
3.0	2.5	20.00%	Average Small Bus Age	3.0	2.5	20.00%

**Safety Data**

0	1	-100.00%	Preventable Accidents	5	6	-16.67%
1	1	0.00%	Nonpreventable Accidents	5	6	-16.67%
1	2	-50.00%	Total Accidents	10	12	-16.67%

**April 2019**  
**Performance Reports**  
**Line Service**

**Current Month**

2019	2018	Percentage Changed
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**Year to Date**

2019	2018	Percentage Changed
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**Service Day Data**

22	21	4.76%	Weekdays Operated	85	85	0.00%
4	4	0.00%	Saturdays Operated	17	17	0.00%
4	5	-20.00%	Sundays Operated	17	17	0.00%

**Passenger Data**

404,455	395,729	2.21%	Total Passengers	1,551,487	1,568,920	-1.11%
16,353	16,577	-1.35%	Average Weekday Passengers	16,035	16,246	-1.30%
7,500	7,188	4.34%	Average Saturday Passengers	7,248	7,072	2.48%
3,674	3,773	-2.63%	Average Sunday Passengers	3,841	3,986	-3.63%

**Service Level Data**

401,841	378,661	6.12%	Total Vehicle Miles	1,572,705	1,574,461	-0.11%
349,702	339,272	3.07%	Total Vehicle Revenue Miles	1,352,618	1,365,661	-0.96%
351,672	339,272	3.65%	Total Scheduled Vehicle Revenue Miles	1,362,832	1,365,661	-0.21%
1.1501	1.1664	-1.40%	Average Passenger per Revenue Vehicle Mile	1.1470	1.1488	-0.16%
28,914	28,040	3.12%	Total Vehicle Hours	112,368	112,685	-0.28%
26,949	26,147	3.07%	Total Vehicle Revenue Hours	104,828	105,233	-0.39%
26,949	26,147	3.07%	Total Scheduled Vehicle Revenue Hours	104,828	105,233	-0.39%
15.0083	15.1347	-0.83%	Average Passenger per Vehicle Revenue Hour	14.8003	14.9090	-0.73%
79%	79%	0.38%	On-time Performance	80%	80%	-0.03%

**Financial Data**

\$126,703	\$130,428	-2.86%	Cash Fares	\$486,127	\$544,531	-10.73%
\$159,950	\$146,426	9.24%	Ticket and Pass Revenue	\$510,691	\$488,155	4.62%
\$8,333	\$6,055	37.62%	Other Fare Related Revenue	\$163,808	\$197,258	-16.96%
8.6%	8.7%	-2.10%	Percentage Total FareBox Recovery	8.2%	9.1%	-10.03%
\$9.80	\$9.53	2.75%	Average Cost per Vehicle Revenue Mile	\$10.48	\$9.90	5.90%
\$127.83	\$123.70	3.33%	Average Cost per Vehicle Revenue Hour	\$135.28	\$128.48	5.29%
\$8.52	\$8.17	4.20%	Average Cost per Passenger	\$9.14	\$8.62	6.06%
4.9	4.9	0.00%	Average Big Bus Age	4.9	4.9	0.00%

**Safety Data**

2	4	-50.00%	Preventable Accidents	12	10	20.00%
7	3	133.33%	Nonpreventable Accidents	22	21	4.76%
9	7	28.57%	Total Accidents	34	31	9.68%

### April 2019

#### Line Service Categories

##### Current Month

##### Year to Date

2019	2018	Percentage Changed	URBAN (1 - 34)	2019	2018	Percentage Changed
358,784	350,853	2.26%	Total Monthly Passengers	1,389,989	1,399,998	-0.71%
30	30	0.00%	Service Days	119	119	0.00%
11,959.5	11,695.1	2.26%	Average Daily Passengers	11,680.6	11,764.7	-0.71%
17.8289	17.9752	-0.81%	Passengers per Vehicle Hour	17.7328	17.8615	-0.72%
1.5364	1.5713	-2.22%	Passengers per Vehicle Mile	1.5344	1.5622	-1.78%
\$6.64	\$6.37	4.13%	Total Operating Cost Per Passenger	\$7.07	\$6.65	6.36%
<b>SUBURBAN (101-104, 110)</b>						
12,168	11,733	3.71%	Total Monthly Passengers	45,674	45,345	0.73%
22	21	4.76%	Service Days	85	85	0.00%
553.1	558.7	-1.00%	Average Daily Passengers	537.3	533.5	0.71%
4.73	4.78	-0.94%	Passengers per Vehicle Hour	4.5966	4.5602	0.80%
0.20	0.20	1.53%	Passengers per Vehicle Mile	0.1924	0.1863	3.31%
\$30.28	\$29.36	3.14%	Total Operating Cost Per Passenger	\$32.72	\$31.83	2.81%
<b>EXPRESS (60 &amp; 61)</b>						
7,293	7,330	-0.50%	Total Monthly Passengers	27,957	30,570	-8.55%
22	21	4.76%	Service Days	85	85	0.00%
331.5	349.0	-5.01%	Average Daily Passengers	328.9	359.6	-8.54%
7.6766	8.0642	-4.81%	Passengers per Vehicle Hour	7.6165	8.2827	-8.04%
0.3027	0.3187	-5.03%	Passengers per Vehicle Mile	0.3003	0.3287	-8.64%
\$21.44	\$19.47	10.15%	Total Operating Cost Per Passenger	\$22.71	\$19.67	15.48%
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>						
6,877	5,876	17.04%	Total Monthly Passengers	24,655	22,696	8.63%
30	30	0.00%	Service Days	119	119	0.00%
229.2	195.9	17.00%	Average Daily Passengers	207.2	190.7	8.65%
4.0405	3.6077	11.99%	Passengers per Vehicle Hour	3.7131	3.4527	7.54%
0.2951	0.2617	12.78%	Passengers per Vehicle Mile	0.2721	0.2504	8.63%
\$32.41	\$34.96	-7.28%	Total Operating Cost Per Passenger	\$37.25	\$37.92	-1.79%
<b>DASH (54)</b>						
14,737	16,352	-9.88%	Total Monthly Passengers	46,897	58,494	-19.83%
22	21	4.76%	Service Days	85	85	0.00%
669.9	778.7	-13.97%	Average Daily Passengers	551.7	688.2	-19.83%
15.1954	17.6635	-13.97%	Passengers per Vehicle Hour	12.5156	15.6105	-19.83%
2.0510	2.3776	-13.74%	Passengers per Vehicle Mile	1.6893	2.1013	-19.61%
\$4.00	\$3.34	19.84%	Total Operating Cost Per Passenger	\$5.10	\$3.86	32.18%
<b>GROCERY (91 - 95)</b>						
1,906	1,637	16.43%	Total Monthly Passengers	7,813	5,221	49.65%
22	21	4.76%	Service Days	85	85	0.00%
86.60	78.00	11.03%	Average Daily Passengers	91.9	61.4	49.67%
7.4497	6.4415	15.65%	Passengers per Vehicle Hour	7.7496	5.2197	48.47%
1.2446	1.0896	14.23%	Passengers per Vehicle Mile	1.3419	0.9126	47.03%
\$49.84	\$48.69	2.38%	Total Operating Cost Per Passenger	\$50.32	\$65.48	-23.14%
<b>Sunday Line Service</b>						
14,695	18,865	-22.10%	Total Monthly Passengers	65,298	67,756	-3.63%
4	5	-20.00%	Service Days	17	17	0.00%
3,673.8	3,773.0	-2.63%	Average Daily Passengers	3,841.1	3,985.6	-3.63%
11.84	12.16	-2.65%	Passengers per Vehicle Hour	12.38	12.85	-3.64%
1.0270	1.0638	-3.46%	Passengers per Vehicle Mile	1.0742	1.1238	-4.42%
\$8.77	\$8.20	6.95%	Total Operating Cost Per Passenger	\$8.80	\$7.92	11.10%
<b>Saturday Line Service</b>						
30,000	28,753	4.34%	Total Monthly Passengers	123,213	120,228	2.48%
4	4	0.00%	Service Days	17	17	0.00%
7,500.0	7,188.3	4.34%	Average Daily Passengers	7,247.8	7,072.2	2.48%
16.5307	15.8326	4.41%	Passengers per Vehicle Hour	15.9749	15.5770	2.55%
1.3941	1.3468	3.51%	Passengers per Vehicle Mile	1.3477	1.3254	1.68%
\$6.25	\$6.26	-0.09%	Total Operating Cost Per Passenger	\$6.78	\$6.52	4.07%
<b>Call-A-Bus</b>						
143	105	36.19%	Total Monthly Passengers	491	454	8.15%
<b>U of A ZipCard</b>						
18,185	19,067	-4.63%	Total Monthly Passengers	67,103	72,851	-7.89%
<b>Akron Public Schools ID Cards</b>						
39,763	43,262	-8.09%	Total Monthly Passengers	153,318	175,641	-12.71%

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY REPORT OF OPERATIONS**

5/20/2019

**April 2019**

ROUTE # / DESCRIPTION				EXPENSE			TOTAL PASSEN- GERS	REV HOURS	REV MILES	PEAK VEHICLES	PASSENGERS		NET COST PER PASSENGER:			FAREBOX RECOVERY		
	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model					PER:	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model	
1 West Market	\$ 16,482	\$ 16,847	\$ 33,329	\$ 241,227	\$ 207,791	\$ 205,254	42,600	1,887	21,213	6	22.6	2.01	\$ 4.88	\$ 4.10	\$ 4.04	13.8%	16.0%	16.2%
2 Arlington	\$ 17,263	\$ 16,366	\$ 33,629	\$ 214,997	\$ 199,410	\$ 190,195	41,384	1,682	20,357	6	24.6	2.03	\$ 4.38	\$ 4.01	\$ 3.78	15.6%	16.9%	17.7%
3 Copley/Hawkins	\$ 9,554	\$ 9,117	\$ 18,670	\$ 149,554	\$ 120,388	\$ 134,362	23,053	1,170	12,290	5	19.7	1.88	\$ 5.68	\$ 4.41	\$ 5.02	12.5%	15.5%	13.9%
4 Delia/N Hawkins	\$ 4,563	\$ 4,345	\$ 8,908	\$ 69,619	\$ 64,123	\$ 75,587	10,988	545	6,546	4	20.2	1.68	\$ 5.53	\$ 5.03	\$ 6.07	12.8%	13.9%	11.8%
5 East Market/Ellet	\$ 3,411	\$ 3,264	\$ 6,675	\$ 77,472	\$ 87,744	\$ 77,394	8,254	606	8,958	3	13.6	0.92	\$ 8.58	\$ 9.82	\$ 8.57	8.6%	7.6%	8.6%
6 E. Market/Lakemore	\$ 6,369	\$ 8,847	\$ 15,216	\$ 131,206	\$ 136,600	\$ 128,164	22,371	1,026	13,945	5	21.8	1.60	\$ 5.18	\$ 5.43	\$ 5.05	11.6%	11.1%	11.9%
7 Cuyahoga Falls Ave	\$ 4,850	\$ 5,284	\$ 10,134	\$ 103,532	\$ 83,992	\$ 96,831	13,361	810	8,575	4	16.5	1.56	\$ 6.99	\$ 5.53	\$ 6.49	9.8%	12.1%	10.5%
8 Kenmore/Barberton	\$ 9,208	\$ 8,139	\$ 17,347	\$ 127,998	\$ 123,276	\$ 117,058	20,581	1,001	12,585	4	20.6	1.64	\$ 5.38	\$ 5.15	\$ 4.84	13.6%	14.1%	14.8%
9 Wooster/East Ave	\$ 4,986	\$ 5,326	\$ 10,312	\$ 92,888	\$ 79,473	\$ 83,653	13,468	727	8,113	3	18.5	1.66	\$ 6.13	\$ 5.14	\$ 5.45	11.1%	13.0%	12.3%
10 Howard/Portage Tr	\$ 7,874	\$ 7,390	\$ 15,264	\$ 136,767	\$ 130,099	\$ 129,730	18,687	1,070	13,282	5	17.5	1.41	\$ 6.50	\$ 6.15	\$ 6.13	11.2%	11.7%	11.8%
11 South Akron	\$ 864	\$ 1,014	\$ 1,879	\$ 31,356	\$ 26,485	\$ 28,084	2,565	245	2,704	1	10.5	0.95	\$ 11.49	\$ 9.59	\$ 10.22	6.0%	7.1%	6.7%
12 Tallmadge Hill	\$ 4,221	\$ 5,928	\$ 10,149	\$ 117,380	\$ 86,086	\$ 111,172	14,990	918	8,788	5	16.3	1.71	\$ 7.15	\$ 5.07	\$ 6.74	8.6%	11.8%	9.1%
13 Grant/Firestone	\$ 5,575	\$ 5,860	\$ 11,436	\$ 99,096	\$ 72,469	\$ 92,300	14,818	775	7,398	4	19.1	2.00	\$ 5.92	\$ 4.12	\$ 5.46	11.5%	15.8%	12.4%
14 Euclid/Barberton	\$ 10,224	\$ 8,862	\$ 19,086	\$ 203,621	\$ 189,654	\$ 175,613	22,409	1,593	19,361	5	14.1	1.16	\$ 8.23	\$ 7.61	\$ 6.99	9.4%	10.1%	10.9%
17 Brown/Iman	\$ 7,141	\$ 6,315	\$ 13,456	\$ 115,782	\$ 98,960	\$ 112,883	15,968	906	10,103	5	17.6	1.58	\$ 6.41	\$ 5.35	\$ 6.23	11.6%	13.6%	11.9%
18 Thornton/Manchester	\$ 5,770	\$ 5,261	\$ 11,031	\$ 97,426	\$ 101,902	\$ 97,227	13,303	762	10,403	4	17.5	1.28	\$ 6.49	\$ 6.83	\$ 6.48	11.3%	10.8%	11.3%
19 Eastland	\$ 6,117	\$ 5,825	\$ 11,943	\$ 108,739	\$ 81,788	\$ 99,061	14,730	851	8,350	4	17.3	1.76	\$ 6.57	\$ 4.74	\$ 5.91	11.0%	14.6%	12.1%
21 South Main	\$ 653	\$ 951	\$ 1,604	\$ 25,779	\$ 19,180	\$ 23,797	2,405	202	1,958	1	11.9	1.23	\$ 10.05	\$ 7.31	\$ 9.23	6.2%	8.4%	6.7%
24 Lakeshore	\$ 1,363	\$ 1,575	\$ 2,938	\$ 32,668	\$ 22,774	\$ 34,875	3,982	256	2,325	2	15.6	1.71	\$ 7.47	\$ 4.98	\$ 8.02	9.0%	12.9%	8.4%
26 Exchange/Whitepond	\$ 2,190	\$ 2,208	\$ 4,398	\$ 66,423	\$ 59,462	\$ 59,341	5,583	520	6,070	2	10.7	0.92	\$ 11.11	\$ 9.86	\$ 9.84	6.6%	7.4%	7.4%
28 Merriman Valley	\$ 975	\$ 1,593	\$ 2,568	\$ 50,667	\$ 45,492	\$ 55,388	4,027	396	4,644	3	10.2	0.87	\$ 11.94	\$ 10.66	\$ 13.12	5.1%	5.6%	4.6%
30 Goodyear/Darrow	\$ 4,086	\$ 4,129	\$ 8,215	\$ 92,671	\$ 84,088	\$ 84,448	10,440	725	8,584	3	14.4	1.22	\$ 8.09	\$ 7.27	\$ 7.30	8.9%	9.8%	9.7%
33 State Rd/Wyoga Lake	\$ 2,001	\$ 2,099	\$ 4,099	\$ 47,991	\$ 51,336	\$ 48,320	5,307	375	5,241	2	14.1	1.01	\$ 8.27	\$ 8.90	\$ 8.33	8.5%	8.0%	8.5%
34 Cascade Village/Uhler	\$ 4,922	\$ 5,343	\$ 10,265	\$ 137,504	\$ 114,956	\$ 120,285	13,510	1,076	11,736	4	12.6	1.15	\$ 9.42	\$ 7.75	\$ 8.14	7.5%	8.9%	8.5%
50 Montrose Circulator	\$ 567	\$ 692	\$ 1,259	\$ 60,803	\$ 56,726	\$ 62,778	1,750	476	5,791	3	3.7	0.30	\$ 34.03	\$ 31.70	\$ 35.15	2.1%	2.2%	2.0%
51 Stow Circulator	\$ 562	\$ 550	\$ 1,111	\$ 58,306	\$ 75,576	\$ 58,355	1,390	456	7,715	2	3.0	0.18	\$ 41.15	\$ 53.57	\$ 41.18	1.9%	1.5%	1.9%
53 Portage/Graham	\$ 1,416	\$ 967	\$ 2,383	\$ 56,525	\$ 61,439	\$ 61,516	2,446	442	6,272	3	5.5	0.39	\$ 22.13	\$ 24.14	\$ 24.18	4.2%	3.9%	3.9%
54 DASH Downtown	\$ 33	\$ -	\$ 33	\$ 123,971	\$ 70,382	\$ 104,610	14,737	970	7,185	4	15.2	2.05	\$ 8.41	\$ 4.77	\$ 7.10	0.0%	0.0%	0.0%
59 Chapel Hill Circulator	\$ 583	\$ 511	\$ 1,094	\$ 38,762	\$ 34,335	\$ 40,261	1,291	303	3,505	2	4.3	0.37	\$ 29.18	\$ 25.75	\$ 30.34	2.8%	3.2%	2.7%
60 NC Express Chapel Hill	\$ 600	\$ 465	\$ 1,064	\$ 21,326	\$ 45,298	\$ 33,499	1,175	167	4,624	2	7.0	0.25	\$ 17.24	\$ 37.65	\$ 27.60	5.0%	2.3%	3.2%
61 NC Express Montrose	\$ 8,249	\$ 2,419	\$ 10,668	\$ 100,114	\$ 190,739	\$ 122,898	6,118	783	19,472	5	7.8	0.31	\$ 14.62	\$ 29.43	\$ 18.34	10.7%	5.6%	8.7%
101 Richfield/Bath	\$ 130	\$ 456	\$ 586	\$ 41,386	\$ 75,576	\$ 56,552	1,152	324	7,715	3	3.6	0.15	\$ 35.42	\$ 65.10	\$ 48.58	1.4%	0.8%	1.0%
102 Northfield Express	\$ 85	\$ 1,314	\$ 1,399	\$ 96,084	\$ 205,221	\$ 103,136	3,323	752	20,951	2	4.4	0.16	\$ 28.49	\$ 61.34	\$ 30.62	1.5%	0.7%	1.4%
103 Stow/Hudson	\$ 33	\$ 1,208	\$ 1,241	\$ 57,228	\$ 105,638	\$ 63,709	3,054	448	10,784	2	6.8	0.28	\$ 18.33	\$ 34.18	\$ 20.45	2.2%	1.2%	1.9%
104 Twinsburg Creekside	\$ 162	\$ 919	\$ 1,081	\$ 85,725	\$ 150,785	\$ 93,996	2,324	671	15,393	3	3.5	0.15	\$ 36.42	\$ 64.42	\$ 39.98	1.3%	0.7%	1.1%
110 Green/Springfield	\$ 76	\$ 916	\$ 992	\$ 48,323	\$ 64,542	\$ 51,083	2,315	378	6,589	2	6.1	0.35	\$ 20.45	\$ 27.45	\$ 21.64	2.1%	1.5%	1.9%
91 Monday Grocery	\$ 325	\$ 178	\$ 503	\$ 7,670	\$ 5,348	\$ 18,669	450	60	546	2	7.5	0.82	\$ 15.93	\$ 10.77	\$ 40.37	6.6%	9.4%	2.7%
92 Tuesday Grocery	\$ 969	\$ 116	\$ 1,085	\$ 5,784	\$ 2,557	\$ 17,157	293	45	261	2	6.5	1.12	\$ 16.04	\$ 5.02	\$ 54.85	18.8%	42.4%	6.3%
93 Wednesday Grocery	\$ 920	\$ 114	\$ 1,033	\$ 5,292	\$ 2,437	\$ 16,881	287	41	249	2	6.9	1.15	\$ 14.84	\$ 4.89	\$ 55.22	19.5%	42.4%	6.1%
94 Thursday Grocery	\$ 872	\$ 199	\$ 1,070	\$ 8,701	\$ 2,657	\$ 25,516	502	68	271	3	7.4	1.85	\$ 15.20	\$ 3.16	\$ 48.70	12.3%	40.3%	4.2%
95 Friday Grocery	\$ 975	\$ 148	\$ 1,123	\$ 5,258	\$ 2,002	\$ 16,779	374	41	204	2	9.1	1.83	\$ 11.06	\$ 2.35	\$ 48.86	21.4%	56.1%	6.7%
JARC	\$ -	\$ 653	\$ 653	\$ 3,281	\$ 5,819	\$ 16,517	1,651	26	594	2	64.3	2.78	\$ 1.59	\$ 3.13	\$ 9.61	19.9%	11.2%	4.0%
LOOP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-	-	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
ZONE	\$ 82	\$ 411	\$ 493	\$ 44,714	\$ -	\$ 98,196	1,039	350	-	11	3.0	-	\$ 42.56	\$ (0.47)	\$ 94.04	1.1%	0.0%	0.5%
SCAT	\$ 48,769	\$ 7,152	\$ 55,921	\$ 1,079,375	\$ 1,173,712	\$ 836,103	18,085	8,444	119,822	35	2.1	0.15	\$ 56.59	\$ 61.81	\$ 43.14	5.2%	4.8%	6.7%
TOTALS: Line Service	\$ 157,301	\$ 154,122	\$ 311,423	\$ 3,441,615	\$ 3,444,605	\$ 3,443,129	404,455	2326,924	351,653	147	15.0	1.15	\$ 7.74	\$ 8.90	\$ 7.74	9.0%	9.0%	9.0%
TOTALS: SCAT	\$ 48,769	\$ 7,152	\$ 55,921	\$ 1,079,375	\$ 1,173,712	\$ 836,103	18,085	8,444	119,822	35	2.1	0.15	\$ 56.59	\$ 61.81	\$ 43.14	5.2%	4.8%	6.7%

### 2019 MONTHLY RIDERSHIP BY ROUTE

Route #	Description	Jan	Feb	Mar	Apr	% Change	Feb-18	May	June	Jul	Aug	Sep	Oct	Nov	Dec
1	West Market	38,510	40,016	43,122	42,600	8.2%	39,388								
2	Arlington	38,893	39,701	41,303	41,384	2.1%	40,544								
3	Copley Rd/Hawkins	20,696	21,833	22,668	23,053	4.0%	22,166								
4	Delia/N Hawkins	10,071	10,894	11,490	10,988	1.8%	10,792								
5	East Market/Ellet	7,748	8,141	8,694	8,254	16.6%	7,080								
6	East Market/Lakemore	19,142	20,364	21,866	22,371	15.4%	19,386								
7	Cuyahoga Falls Ave	11,718	12,087	13,357	13,361	-0.5%	13,423								
8	Kenmore/Barberton	20,248	19,160	20,445	20,581	0.4%	20,495								
9	Wooster/East Ave	12,191	13,947	14,090	13,468	-6.1%	14,337								
10	Howard/Portage Trail	17,508	18,046	18,314	18,687	-5.5%	19,775								
11	South Akron	2,361	2,426	2,747	2,565	6.8%	2,401								
12	Tallmadge Hill	12,711	13,547	14,399	14,990	11.2%	13,482								
13	Grant/Firestone Park	14,386	14,526	14,775	14,818	2.2%	14,505								
14	Euclid/Barberton XP	21,300	21,684	22,493	22,409	-1.2%	22,680								
17	Brown/Inman	14,375	14,793	16,014	15,968	9.1%	14,633								
18	Thornton/Manchester	12,702	12,883	14,129	13,303	-10.3%	14,827								
19	Eastland	13,670	13,812	14,830	14,730	-6.9%	15,814								
21	South Main	2,302	2,291	2,349	2,405	7.0%	2,247								
24	Lakeshore	3,516	3,963	3,902	3,982	-5.9%	4,233								
26	W Exchange/White Pond	5,785	5,629	5,406	5,583	-9.1%	6,141								
28	Merriman Valley	3,075	3,699	4,127	4,027	3.2%	3,903								
30	Goodyear/Darrow	9,297	9,367	10,228	10,440	4.8%	9,964								
33	State Rd/Wyoga Lake	5,010	5,112	4,878	5,307	-0.2%	5,320								
34	Cascade Village/Uhler	12,649	13,659	14,135	13,510	1.4%	13,317								
50	Montrose Circulator	1,280	1,430	1,656	1,750	16.8%	1,498								
51	Stow Circulator	1,384	1,415	1,471	1,390	4.7%	1,328								
53	Portage/Graham	1,791	2,036	2,205	2,446	30.0%	1,881								
54	DASH Circulator	11,611	12,440	8,109	14,737	-9.9%	16,352								
59	Chapel Hill Circulator	942	1,018	1,150	1,291	10.4%	1,169								
60	NCX Chapel Hill/Cleveland	1,207	1,041	1,149	1,175	-13.9%	1,365								
61	NCX Montrose/Cleveland	5,788	5,446	6,033	6,118	2.6%	5,965								
101	Richfield/Bath	1,012	950	1,359	1,152	4.9%	1,098								
102	Northfield Express	3,204	2,927	3,024	3,323	-6.0%	3,534								
103	Stow/Hudson	2,499	2,650	3,024	3,054	16.9%	2,613								
104	Twinsburg Creekside	2,188	2,068	1,993	2,324	5.1%	2,212								
110	Green/Springfield	2,308	2,126	2,174	2,315	1.7%	2,276								
<b>TOTAL:</b>		<b>365,078</b>	<b>377,127</b>	<b>393,108</b>	<b>399,859</b>	<b>2.0%</b>	<b>392,144</b>	<b>0</b>							

# The APD Group

## The APD - Asset Protection and Development Group

(Human Resources / Safety / Security)

Chair: Louise Gissendaner

Heather Heslop Licata

Chuck Rector

Donald Christian

Alt: Robert DeJournett

Leadership Team Members: Jay Hunter, Shawn Metcalf



May 16, 2019

TO: Dawn Distler, Executive Director & Secretary/Treasurer  
Robert DeJournett, Board President,  
and All Other Board Members

FROM: Human Resources

RE: May 2019 Human Resources Report

During April 2019, METRO RTA had three (3) employees that exited (1 involuntary, 1 voluntary and 1 retirement).

METRO RTA employees participated in 3,371.25 training hours during the month of April 2019.

<u>*OHSA Recordable Rate</u>		<u>**DART Rate</u>	
2018 YTD	8.27	2018 YTD	4.72
2019 YTD	7.64	2019 YTD	4.53

*\*OSHA – Occupational Safety & Health Administration*

*\*\*DART – Days Away, Restricted Transfer*

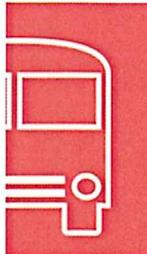
During the month of April 2019, there were four (4) work-related injuries reported requiring medical treatment; two (2) of them resulted in lost time.

#### Upcoming Events

Due to the Annual METRO RTA Picnic, we will not conduct HR Days in the Bullen or at the Transit Center for the month of June. The next HR Days in the Bullpen and at the Transit Center will be July 11<sup>th</sup> and July 17<sup>th</sup>, 2019, respectively. The theme is Safety/Get Outside Month.

The Annual METRO RTA Picnic will be held on Wednesday, June 12, 2019 from 11 a – 7 pm. All employees and their immediate families, board members and retirees are invited to attend.

METRO RTA will co-facilitate the Annual DBE meeting on Wednesday, June 19, 2019 at 10 am at the offices of SARTA in Canton. METRO RTA will also participate in the Black Pages Business Exposition at Quaker Square on Wednesday, May 22, 2019.

416 KENMORE BOULEVARD AKRON, OHIO 44301  
phone: 330.762.7267 / fax: 330.762.0854

web: AKRONMETRO.ORG

**HUMAN RESOURCES MONTHLY REPORT**  
**METRO REGIONAL TRANSIT AUTHORITY**  
April 30, 2019

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR APR 2018	% CHANGE
419	422	-0.71%	TOTAL EMPLOYEES	419	395	6.08%
281	284	-1.06%	TOTAL OPERATORS	281	259	8.49%
222	224	-0.89%	FULL-TIME OPERATORS	222	238	-6.72%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
58	59	-1.72%	SPECIAL SERVICE OPS	58	20	190.00%
39	39	0.00%	MECHANICS	39	40	-2.50%
16	16	0.00%	VEHICLE SERVICE	16	16	0.00%
70	70	0.00%	SALARIED STAFF	70	65	7.69%
13	13	0.00%	OFFICE PERSONNEL	13	15	-13.33%
154	155	-0.65%	MALE NON-MINORITY	154	151	1.99%
119	119	0.00%	MALE MINORITY	119	105	13.33%
43.59%	43.43%	0.37%	% MINORITY	43.59%	41.02%	6.27%
69	69	0.00%	FEMALE, NON-MINORITY	69	70	-1.43%
77	79	-2.53%	FEMALE, MINORITY	77	69	11.59%
52.74%	53.38%	-1.20%	% MINORITY	52.74%	49.64%	6.24%
46.78%	46.92%	-0.30%	TOTAL MINORITY	46.78%	44.05%	6.20%
34.84%	35.07%	-0.65%	TOTAL FEMALE	34.84%	35.19%	-0.99%

CURRENT MONTH	LAST YEAR APR 2018	% CHANGE		Y-T-D 2019	Y-T-D 2018	% CHANGE
0	0	0.01%	NEW HIRES	23	3	666.67%
3	3	0.00%	TERMINATIONS	11	11	0.00%
1	0	0.00%	INVOLUNTARY TERM	6	2	200.00%
2	3	-33.33%	VOLUNTARY TERM	8	9	-11.11%
2	0	0.00%	PROMOTIONS	11	4	175.00%
0	0	0.00%	TRANSFERS	1	0	0.00%
4	2	100.00%	ON-THE-JOB INJURIES	13	10	30.00%
4	2	100.00%	# WORKERS COMP CLAIMS	13	10	-9.00%
5	2	150.00%	SIC/ACC CLAIMS	19	14	35.71%
6.57%	6.60%	-0.45%	% OP ABSENTEEISM	6.44%	6.74%	-4.45%
3,371.25	1,716.00	96.46%	# TRAINING HOURS	7,811.25	5,693.25	37.20%
4.67%	2.56%	-95.33%	% TRAINING/WORKING HRS	2.80%	2.09%	33.84%
72,228	67,020	7.77%	TOTAL WORKING HOURS	279,243	272,091	2.63%

**TRAINING HOURS**  
**APRIL 2019**

**OPERATIONS**

EEO, SEXUAL HARASSMENT, DIVERSITY	45.50
NEW HIRE ORIENTATION/ SAFETY	42.00
NEW OPERATOR TRAINING	2080.00
SSO TO FIXED ROUTE	176.00
SPECIALTY TRAINING: RETURN TO WORK	16.00
SPECIALTY TRAINING: RETURN TO WORK: P.A.P	16.00

**SAFETY & HUMAN RESOURCES**

OHIO CIVIL RIGHTS SYMPOSIUM	16.00
OPTA TRAINING	12.00
CITIZENS POLICE ACADEMY	7.00
NTI CERTIFICATION COURSES	16.00
CRIME SCENE CONTAINMENT, INVESTIGATION, COLD CASES, EVIDENCE COLLECTION	4.00

**FINANCE**

OPTA TRAINING	10.00
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**MARKETING**

OPTA TRAINING	10.50
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**CUSTOMER SERVICE**

UNDERSTANDING ADA (NTI AT OPTA)	4.00
NADTC WEBINAR: TRANSPORTATION NEEDS & ASSESSMENT OF OLDER ADULTS	2.00
ROUTE TRAINING	13.75
SENSITIVITY/DIRECTION HOME/ALZHEIMER'S & PUBLIC HEALTH	3.50
OPTA MOBILITY CLASS	7.50
HUMAN TRAFFICKING	1.50
SENIOR BUILDING TRAINING	3.00
END OF MONTH TRAINING	7.00
ECOLANE TRAINING	60.00

**MAINTENANCE**

MERITOR, CUMMINS, ALLISON CBT	38.25
OPTA	24.00
ABS	54.00
NEW DRIVER AIR BRAKE CLASS	36.00
BRAKES	21.75
BODY SHOP	17.75
ELECTRICAL	17.50
COOLING SYSTEMS	14.00
TROUBLESHOOTING	65.75
ROAD CALLS	9.25
ENGINE REPAIR	65.50
HVAC	75.25
STEERING & SUSPENSION	3.00
EXHAUST SYSTEMS	13.00
THERMOKING	320.00
TRANSMISSION REPAIR	43.00

**TOTAL FOR APRIL 2018**

**3,371.25**

**YEAR-TO-DATE TOTAL FOR 2018** <sup>28</sup>

**7,811.25**



May 20, 2019

To: Dawn Distler, Executive Director  
Robert DeJournett, Board President and all other Board Members

From: Shawn Metcalf, Director of Safety and Security

RE: April 2019 Safety and Security Report

METRO RTA employees were involved in ten (10) accidents during April 2019, one (1) from SCAT and nine (9) from Line Service. Two (2) accidents were classified as Preventable and eight (8) as Non-Preventable. Operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed with the operators and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

Thomas Worldwide reported no vehicle accidents while transporting METRO RTA passengers.

The Akron Police and the Summit County Sheriffs responded to thirty-three (33) documented incidents at the RKP Transit Center, Bus Shelters, and on the buses. Akron Fire and EMS responded to the RKP Transit Center on nine (9) occasions to assist passengers with medical issues. Three (3) individuals were transported to detox from the Transit Center. Mobile Patrol boarded 33 buses and checked 51 shelters. Mobile patrol removed 2 individuals during their random stops.

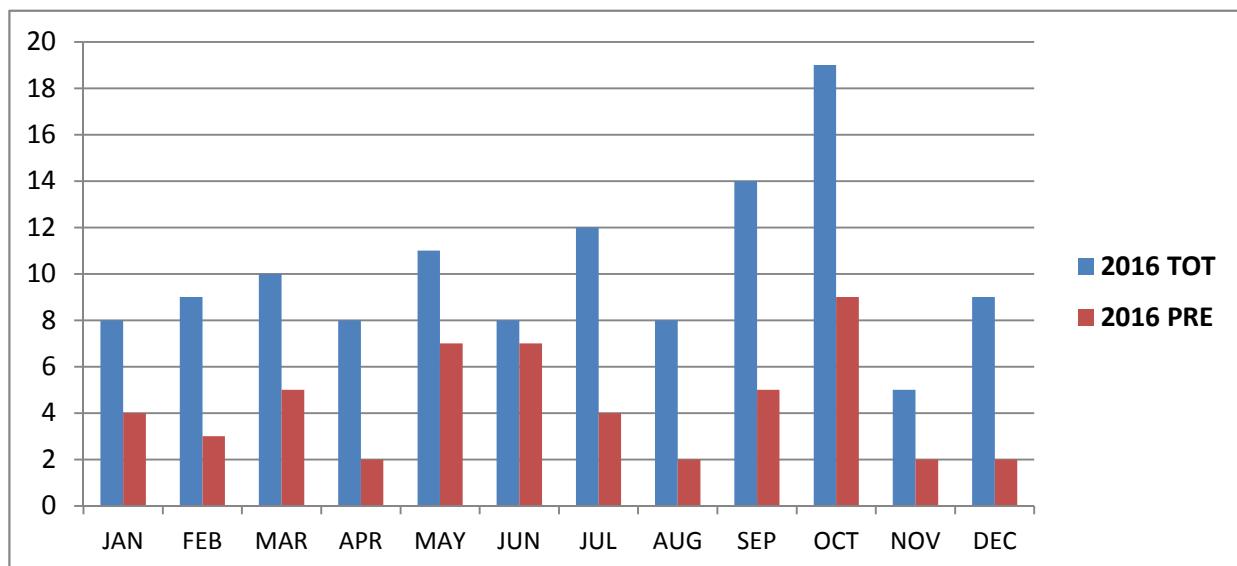
**APRIL 2019 ACCIDENT REPORT**

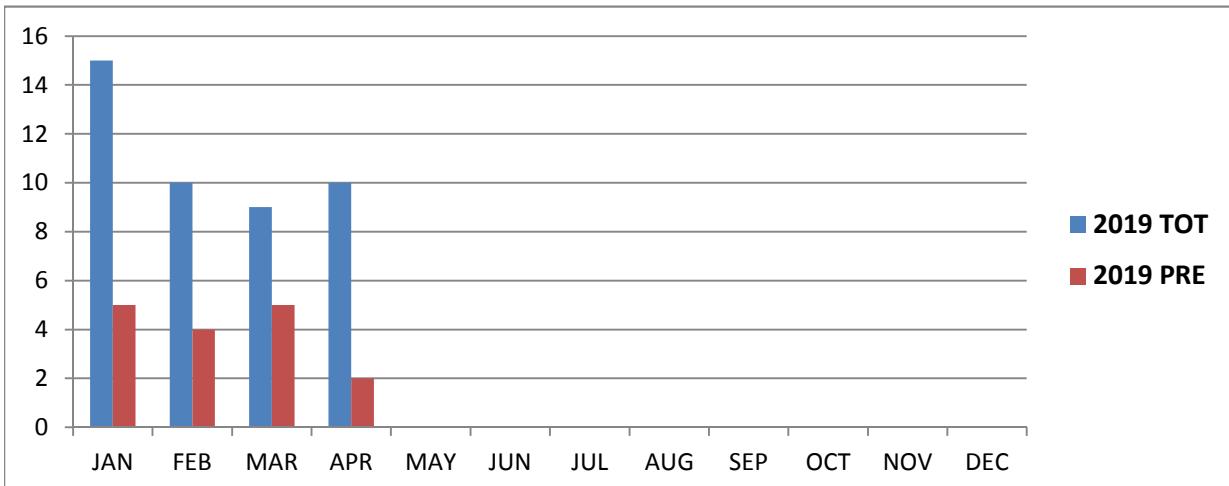
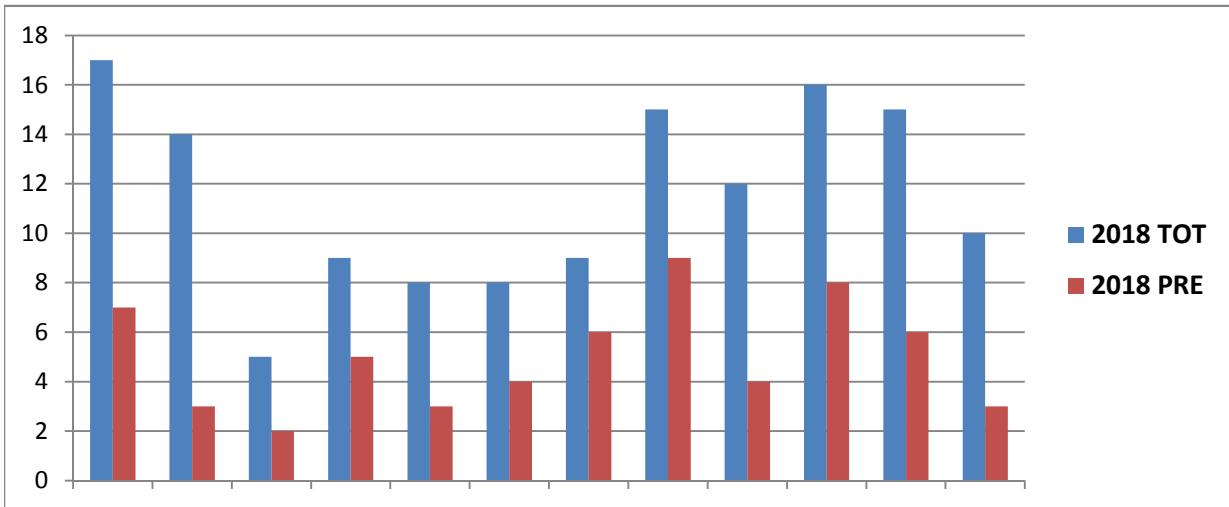
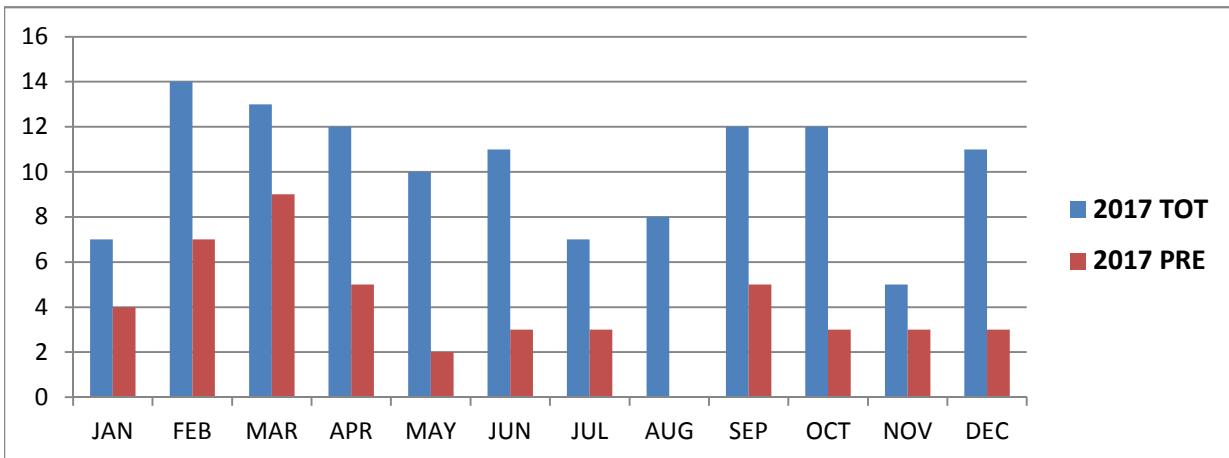
Date	Preventable	Non-Preventable	SCAT	LINE	Non-Revenue	Property Damage	Personal Injury	Operator Cited	Disabling Damage	Details
4/1/2019		1		1		1			1	O/V Rear-Ended Stopped Bus
4/2/2019		1		1		1				O/V Turned into Stopped Bus
4/2/2019		1	1			1				O/V Backed into Stopped Bus
4/3/2019	1			1		1		1		Bus Struck O/V While Turning
4/5/2019		1		1		1				O/V Struck Bus Mirror
4/8/2019		1		1		1				O/V Turned in Front of Bus
4/13/2019		1		1		1				O/V Struck Bus Mirror
4/19/2019	1			1		1				Bus Struck Garage Door
4/24/2019		1		1		1				O/V Side-Swiped Bus
4/27/2019		1		1						O/V Turned into Bus
<b>SUM</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>1</b>	
<b>%</b>	<b>20.00</b>	<b>80.00</b>	<b>10.00</b>	<b>90.00</b>	<b>0.00</b>	<b>90.00</b>	<b>0.00</b>	<b>10.00</b>	<b>10.00</b>	
<b>TOTAL</b>	<b>10</b>									

# 2016 - 2019 TOTAL ACCIDENTS

	2016		2017		2018		2019	
	TOT	PRE	TOT	PRE	TOT	PRE	TOT	PRE
JAN	8	4	7	4	17	7	15	5
FEB	9	3	14	7	14	3	10	4
MAR	10	5	13	9	5	2	9	5
APR	8	2	12	5	9	5	10	2
MAY	11	7	10	2	8	3		
JUN	8	7	11	3	8	4		
JUL	12	4	7	3	9	6		
AUG	8	2	8	0	15	9		
SEP	14	5	12	5	12	4		
OCT	19	9	12	3	16	8		
NOV	5	2	5	3	15	6		
DEC	9	2	11	3	10	3		

Total	121	52	122	47	138	60	44	16
% Prev	42.98		38.52		43.48		36.36	





### 2019 Total Accidents

Total Miles 2,080,291  
 Total Accidents 44  
 Miles Between Total Accidents 47,279.3  
 Total Accidents Per Million Miles 21.1

### 2019 Preventable Accidents

Total Miles 2,080,291  
 Total Preventable Accidents 16  
 Miles Between Accidents 130,018.1  
 Total Preventable Accidents Per Million Miles 7.7